

**Review of Performance and Outcome Measures of the
Washington Department of Licensing's Transportation-Related
Programs**

Appendix 3C – Survey Candidate Evaluation Criteria

Review of Performance and Outcome Measures of the
Washington State Department of Licensing's Transportation-Related Programs

Survey Candidate Evaluation Criteria

GENERAL INFORMATION					
State	(1) Reason for Consideration	(2) State's Use of Performance Measurement		(3) Description of Any MV Privatization or Third Party Arrangements	(4) Vehicle/ Drivers Co- Located?
		(A) Managing for Results Rating	(B) Using PBB or Performance Management?		
Alabama	Drivers, Titles	D+	?	Counties issue driver licenses, titles, tabs	No
Arizona	VS, Drivers	C+	Yes	Third party vehicle registration	Yes, most
Georgia	VS, Titles	B-	?	County tax commissioners issue tags and titles	No
Indiana	DS, Drivers, Titles	B-	?	Three license branches operated by banks	Yes
Maryland	Drivers	B	Yes	Title services provided by private businesses licensed by State. Also licensed dealers.	Yes
Massachusetts	DS, Drivers	C	?	Dealers, insurance companies may register and title.	Yes
Minnesota	Titles	B	Yes	Some satellite offices are privately owned.	Yes
Missouri	Drivers, Titles	A-	Yes	Title services provided by private businesses licensed by State. Also licensed dealers.	Yes
Tennessee	DS, Drivers, Titles	B-	Yes	County clerks title and register vehicles.	No
Wisconsin	Drivers, Titles	B-	?	Bank lock box for registration renewals. Dealer processing of title applications.	Some
Virginia	VS, Titles	A-	Yes	Some services are delivered through agreements with certain franchised auto dealers, rental agencies, and state and local government authorities.	Yes
Washington				County Auditors and subagents title and register vehicles.	No

Sources/Notes:

- (1) States were considered if they:
- a) Were recommended by DOL representatives during interviews (VS = Vehicle Services, DS = Driver Services)
 - b) Had between 3.5 and 4.5 million licensed drivers in 2002 per the AAMVA (Drivers)
 - c) Had between 1.5 and 2.5 million Certificates of Title issued during 2003 per the AAMVA (Titles)
- (2) (A) Governing Magazine's Grading the States 2001 (www.governing.com/gpp/2001/gp1intro.htm). This study grades the state, not the agency, but is used as a general indicator of use of performance measurement.
- (2) (B) Subjective assessment, based on the following sources: GASB Performance Measures for Government, State Initiatives (www.seagov.org/initiatives/state_gov.shtml) and review of state planning and budget sites
- (3) Source: AAMVA "Fast Track to Vehicle Services Facts, 2003", Section 7-1
- (4) Source: Agency web sites. "Co-located" is defined as driver services and vehicle services being offered at the same office, location, or outlet.

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DRIVERS DATA				
State	(5) Drivers Licensing Organization	(6) Licensed Total Drivers	(7) # of Driver Licensing Offices	(8) On-Line Drivers' License Renewals?
Alabama	Alabama Department of Public Safety, Drivers License Division - drive test Counties or Probate Judge - license document, renewals	3,577,986	81	No
Arizona	Arizona Dept. of Transportation, Motor Vehicle Division	3,668,326	58	Yes
Georgia	Georgia Department of Motor Vehicle Services	6,012,847	unknown	Yes
Indiana	Bureau of Motor Vehicles	4,221,123	169	Yes
Maryland	Maryland Department of Transportation, Motor Vehicle Administration	3,523,311	25	No
Massachusetts	Massachusetts Registry of Motor Vehicles	4,686,416	35	Yes
Minnesota	Minnesota Department of Public Safety, Driver and Vehicle Services Division	2,997,058	136	No
Missouri	Missouri Department of Revenue, Division of Motor Vehicle and Drivers Licensing	3,931,448	183	No
Tennessee	Tennessee Department of Safety, Motor Vehicle Services, Driver License Issuance Division	4,205,933	44 (12 express for duplicates and renewals)	Yes
Wisconsin	Wisconsin Department of Transportation, Drivers & Vehicles	3,529,720	88	No
Virginia	Virginia Department of Motor Vehicles	5,158,232	74	Yes
Washington	Washington Department of Licensing	4,381,417	63 (plus 3 travel units)	Yes

Sources/Notes:

(5) Source: agency web sites (as of October, 2004)

(6) Source: AAMVA Licensed Total Drivers, by Age 2002

(7) Source: agency web sites (as of October, 2004). Counts not verified.

(8) Source: agency web sites (as of October, 2004)

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VEHICLES DATA						
State	(9) Vehicle Licensing Organization	(10) Total # of Certificates of Title Issued Per Year	(11) # of Offices where Registrations are Issued	(12) Use of Internet Transactions - Vehicles	(13) Renewal Methods Other Than Mail or In Person?	(14) Privatization of Title or Registration Services
Alabama	Alabama Department of Revenue, Motor Vehicles Division	1,544,086	79	Yes - some counties	Internet	No
Arizona	Arizona Dept. of Transportation, Motor Vehicle Division	1,461,112	58	Registration renewals	Phone, internet	Pilot
Georgia	County Tax Commissioner (tags & titles) Motor Vehicle Services Section (title only)	1,954,633	Unknown	No	Drop box, internet (?)	No
Indiana	Bureau of Motor Vehicles	1,828,152	170	Registration renewals	ATM, drop box, internet	Yes
Maryland	Maryland Department of Transportation, Motor Vehicle Administration	1,180,522	16	Registration renewals, address changes	Internet	Yes
Massachusetts	Massachusetts Registry of Motor Vehicles	1,360,000	34	Registration renewals, duplicate registrations	Phone, drop box, internet	Yes
Minnesota	Minnesota Department of Public Safety, Driver and Vehicle Services Division	1,730,000	171	Registration renewals, address changes	Internet	Yes
Missouri	Missouri Department of Revenue, Division of Motor Vehicle and Drivers Licensing	2,344,858	180	Registration renewals	Internet	Yes
Tennessee	Tennessee Department of Safety, Motor Vehicle Services, Title & Registration Division	2,127,997	100	No	None	Yes
Wisconsin	Wisconsin Department of Transportation, Drivers & Vehicles	2,066,000	28	Registration renewals	Phone, internet	Yes
Virginia	Virginia Department of Motor Vehicles	1,805,504	76	Registration renewals, address changes	Phone (VM), Internet, Call Center	Yes
Washington	Washington Department of Licensing	1,977,652	186	Registration renewals, seller Report of Sale	Drop box, internet	Yes

Sources/Notes:

(9) Agency web sites (as of October, 2004)

(10) AAMVA "Fast Track to Vehicle Services Facts, 2003", Section 2-8. Includes Original and Duplicate titles. (Washington duplicates not available.)

(11) AAMVA "Fast Track to Vehicle Services Facts, 2003", Section 7-15

(12) AAMVA "Fast Track to Vehicle Services Facts, 2003", Section 7-17

(13) AAMVA "Fast Track to Vehicle Services Facts, 2003", Section 3-12

(14) AAMVA "Fast Track to Vehicle Services Facts, 2003", Section 7-1